



Vidal Health Insurance TPA Pvt. Ltd has been a frontrunner in providing hurdle-free third party administration for health insurance. Vidal Health Insurance TPA Pvt. Ltd is among the nation's leading providers of Third Party Administration (TPA) Service. We continuously strive to set benchmarks in 3 main focus areas of our functionality-Customer, Innovation and Operational Excellence.

Catering to more than 100 million lives , we are therefore delighted to announce our integration with WhatsApp for Business. In a very short time since inception, WhatsApp has emerged as one of most widely used communication channels across the world.

Through WhatsApp, we will connect with the customers with their consent and directly share all their pre-auth and claim related details. From approval letter to E-card, all will be at your finger-tips now.

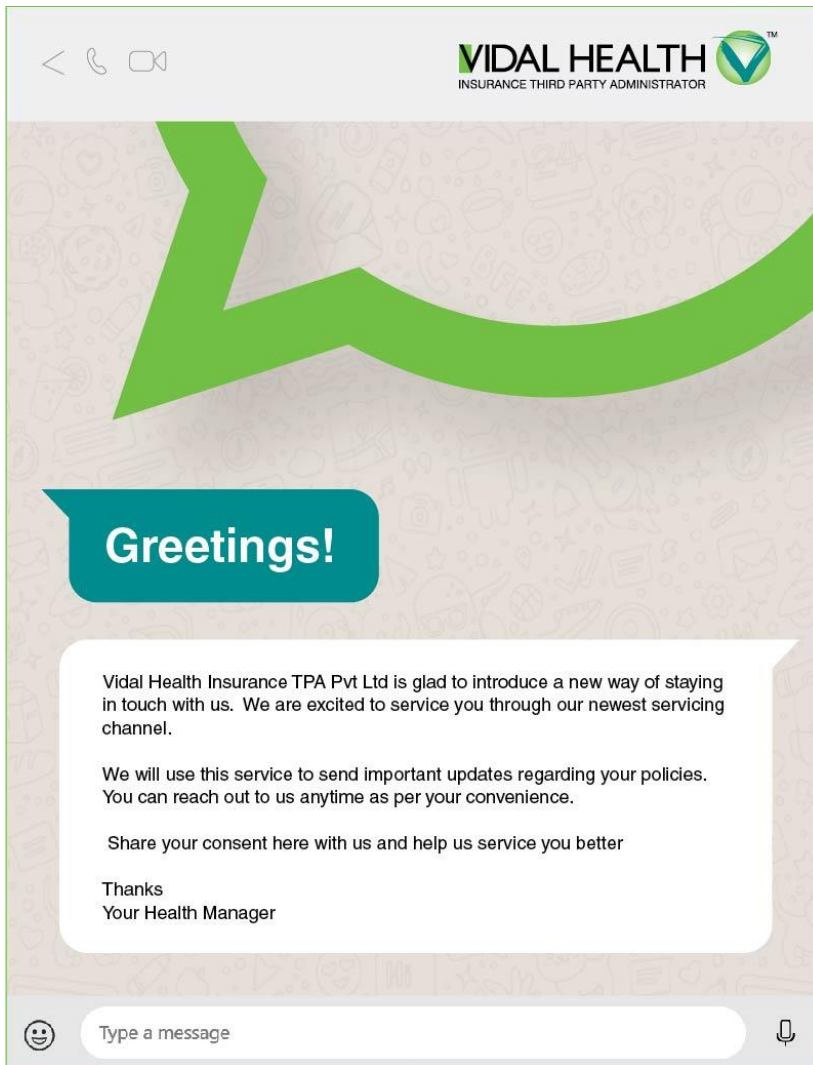
Here is how this works!

1. Consent from Customers

We don't wish to spam you!

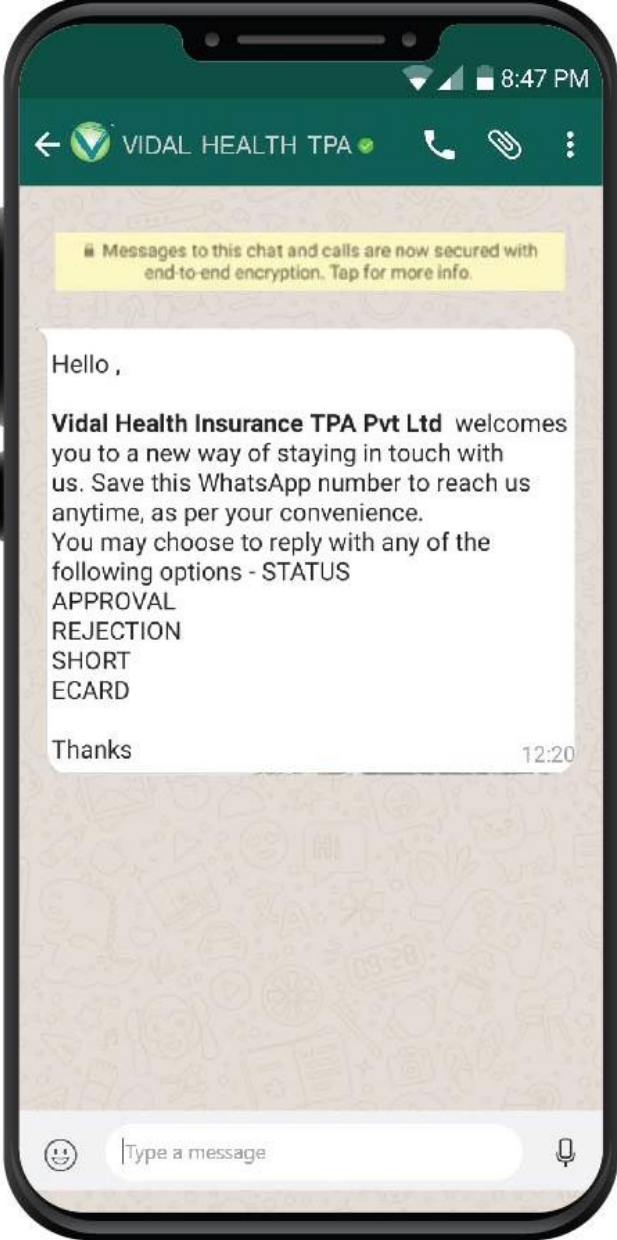
Yet, we want your permission to share your details. The consent will be received either Login Portal or Email or SMS . You can share your consent at your convenient time and interface. Once consent received, you wont be bothered again. And yes, our system is smart to ensure there is no redundancy

Below is the emailer with the link for consent



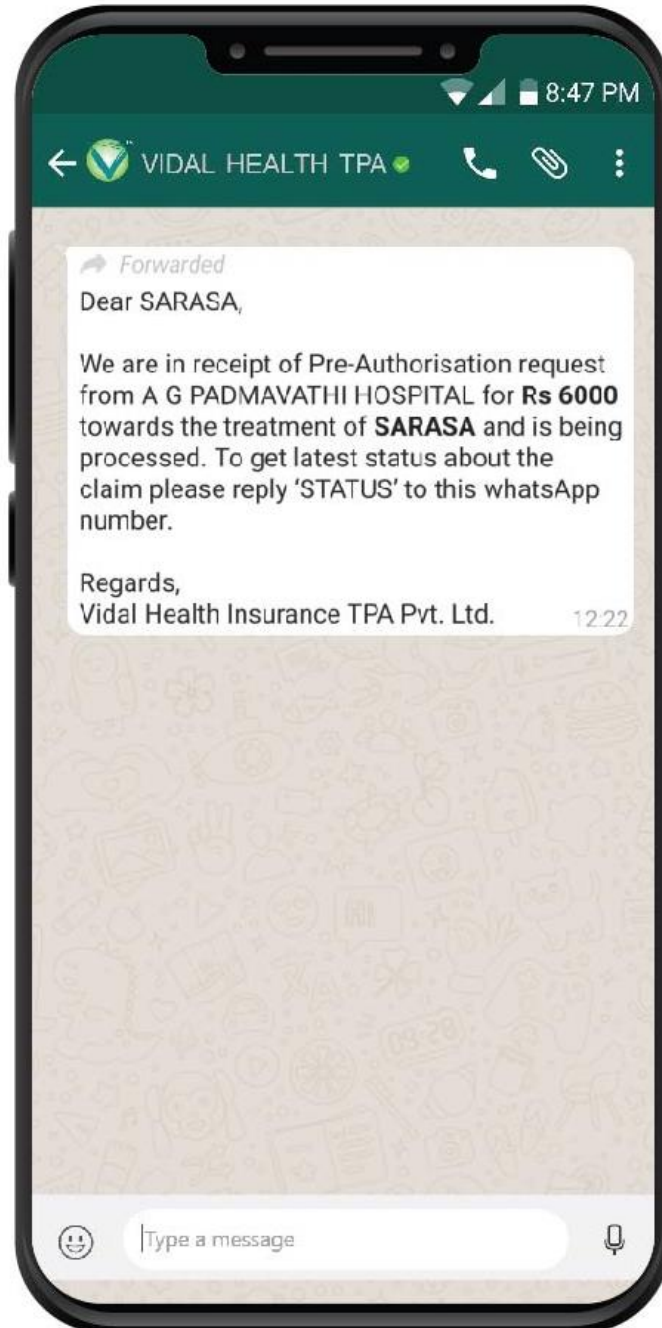
2. Greeting Message

Upon sharing your consent, a greeting message will be sent. A warm welcome is always nice



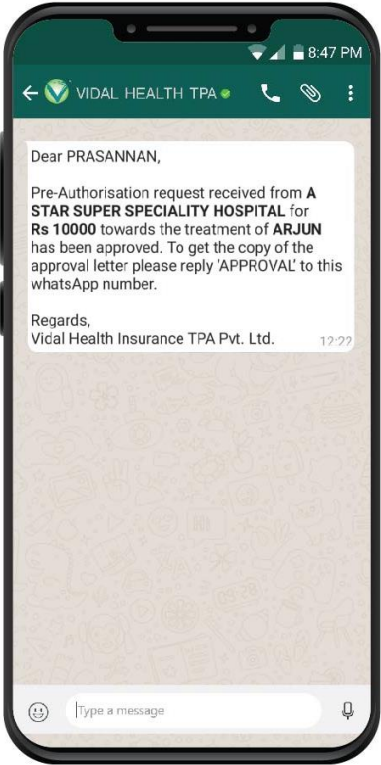
3. Status on receipt of Pre-authorization request

When Pre-Auth request is received from the hospital, an immediate trigger is sent to you, keeping you informed always!

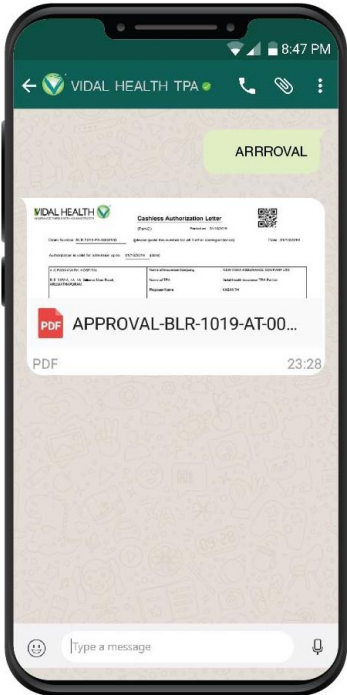


4. Approval

Soon after your pre-auth request, your claim is under investigation as per your policy details. Upon the approval of which, you will be informed again

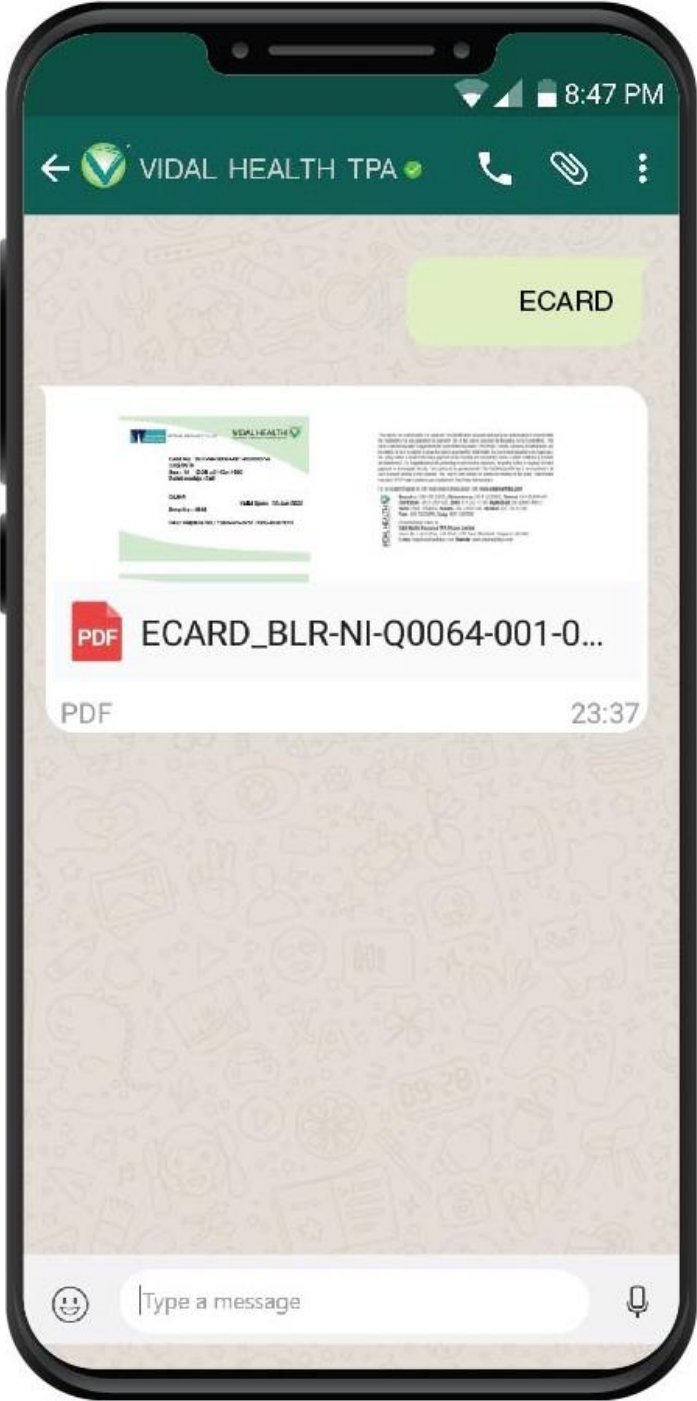


You can also request for your approval certificate. We have that for you as well as a PDF document. You can download it and keep it with you. Just send "APPROVAL" and you will receive the document immediately



5. E-card

Unable to find your e-card in your ocean of mails? Just message us “ECARD” and voila, you e-card is there with you



If the customers have not shared their consent for WhatsApp messages, they will continue receiving their details through SMS/Emails

All the messages you'll receive from us will be sent from a verified profile (Tick Mark) with corporate username **VIDAL HEALTH INSURANCE TPA** so that you are assured while communicating with the sender.

At **VIDAL HEALTH INSURANCE TPA**, we take privacy and security very seriously. So please be assured that the details are secure with us, and only relevant information about your claim will be communicated to you through WhatsApp – the idea is to reach out to you on a medium of your choice.

A new platform. A new experience.

Here's to more convenience and hassle free health insurance processes!